

Source:

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US Department of Veterans Affairs

VA Health Care Montana

- Catchment area covers 147,000 square miles.
 - Largest geographic patient service area in the contiguous states.
 - 14 Community Based Out-Patient Clinics
 - Servicing over 47,680 enrolled Veterans
 - Highly Rural Classification
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- ▣ VTS – Go Live Date: 12/27/2011
 - Grant: 2 year - \$1,000,031
 - Staff: 6 FTE ,1 TNE
 - ▣ 1 Mobility Manager
 - ▣ 5 Drivers
 - ▣ 1 Dispatcher
 - Vehicles: 5 ambulatory plus 1 wheelchair occupancy
 - ▣ 4 Vehicles arrived early December
 - ▣ 5 Additional wheelchair Vans Not Received yet
 - ▣ Establish a VTS Board of Directors and conduct quarterly meetings
 - ▣ Completed 11/2011 (meetings being conducted monthly to discuss key topics, program direction and monthly Metrics)
 - ▣ VTS and DAV programs must develop a close working partnership to integrate services and provide veterans with the most effective means of transportation assistance.
 - ▣ DAV Coordinators contacted by VTS Coordinator, working together to refer veterans to the most efficient means of transportation. DAV manifests delivered to VTS Coordinator 24 hrs prior to trip, allowing proper use of Route Match, improving general awareness, and reducing the threat of beneficiary travel fraud.

- ▣ Create Set-Routes to fill gaps within the DAV network and provide transportation availability to rural areas in need of assistance.
- ▣ Promoted through local media (VTS flyers distributed to Veteran Service Organizations)
- ▣ Reduce non-emergent para-transit costs for the facility
- ▣ Working with floor discharge nurses on Facility transfers, appointment referrals,
- ▣ Reduce no-show and cancellation rates for the facility
- ▣ Tracking policy in development
- ▣ Full integration of DDS monitors and Route Match software usage
- ▣ 5 Vehicles installed with DDS monitors.
- ▣ Maintain and report accurate, weekly Metrics
- ▣ All trips booked through Route Match. Verification takes place the day after the trip to confirm data

TOTAL TRIPS	404
UNIQUE PASSANGERS.	90
SERVICE MILEAGE	31,421
SERVICE HOURS	1,394.24
BENEFICIARI TRAVEL AVOIDANCE	9,919.60
VETS TRANSPORTED	720
STATION BUS TRIPS	0
DAV TRIPS	0
VTS TRIPS	404
PARA TRANS SAVINGS	\$88,813

VTS program has been "live" for 6 months

▣ Staff

- 6 Full Time Employees (1 Mobility Manager, 5 Drivers)
- 1 Term Not to Exceed (Dispatcher)

▣ Vehicles

- 4 VTS Ambulatory 1 WheelChair (12 passenger, 3wc)

▣ DDS – 100% installation

▣ Route Match – 100% tracking

▣ Primary Focus

- Program Awareness – Marketing (within the facility and outside of it)
- Full Integration on the 6 remaining reservations
- Key Area and Set Route Identification
- Data gathering to validate program continuance
- Patient safety and satisfaction